

BUSINESS CONTINUITY BREAKOUT SESSION RECAP

Issue 1:

- Support from management

Action:

- Improve on communication; business case (cost)
- Table top exercises (realistic scenarios)
- Commitment to continual improvement

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Issue 2:

- Supply chain**
 - **Unreliable**
 - **Untested**
 - **Single point of failure**

Action:

- Find multiple sources**
- Share business continuity tools**
- Share threat data**
- Map 2nd and 3rd tier critical suppliers**

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Issue 3:

- Labor force

Action:

- Flexibility in contracts
- Cross training
- Improved clearance process
- Effective SIP solutions (emulate labor force needs)

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Issue 4:

- Unable to define Risk Environment

Action:

- Multiple sets of experts
- Dynamic risk assessment/risk management
- Redundancy
- Properly done BIA
- Identifying critical functions (assets)
 - Dynamic (no shelfware)

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Issue 5:

- Lack of Information/communications/awareness

Action:

- Common information requirements**
- Build relationships (enduring)
- Education/online resources
- Communication plan/awareness campaign
- Make information easy to find/access

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SUCCESS STORIES:

- ❖ **Competitor – Competitor Mutual Aid Agreement**
- ❖ **Benefits of Business Case**
- ❖ **Cooperative Involvement of Stakeholders**
- ❖ **Agreements with State Authorities**
- ❖ **Hosted REPC**
- ❖ **Roundtable with CEO**

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BEST PRACTICES:

- ❖ **Back-up critical data locally**
- ❖ **Hard copies at alternate sites**
- ❖ **Practical test all the way to recovery**
- ❖ **Redundancy in controls**